

- Remember that everything is repeated and kept confidential.

For 24-hour assistance call Client Services at 800-481-3289.

Using ClearLink®:

- Plug ClearLink® into an analog phone jack
- Pick up the left handset to get a dial tone
- Press the blue button labeled **ACCESS**
- When prompted, press the white button labeled **ACCT/PIN**
- Say the name of the language you need
- Select if you would like to add an additional person to the call*
- When the interpreter comes on the line, give the interpreter a brief explanation of the call
- Pick up the second handset and pass it to the patient

Using Any Phone:

- Dial 800-481-3293 to access the interpretation service
- When prompted, enter your 9-digit account number
- At the second prompt, enter your 4-digit PIN number
- Say the name of the language you need
- Select if you would like to add an additional person to the call*
- When the interpreter comes on the line, give the interpreter a brief explanation of the call

***Adding an Additional Person to the Call**

In addition to having the interpreter and the patient on the call, you can conference in another person. You can also make outbound calls to a patient with the interpreter on the line with you. To add the additional person at the start of your interpretation session, press “1” when prompted and follow the prompts to enter the person’s phone number. To add an additional person when the interpretation session is already in progress, press *8 to be prompted to enter the person’s phone number, or ask the interpreter to add the additional person for you.

Working Effectively with a Medical Interpreter

- Allow the interpreter to greet you and to provide an interpreter ID number.
- Write the interpreter ID number in the patient’s file or progress notes for documentation.
- Provide the interpreter with a brief explanation of the call.
- Allow the interpreter to introduce him/herself to the patient.
- Speak directly to your patient and make eye contact.
- Speak in the first person.
- Use short but complete phrases.
- Avoid slang, jargon or metaphors.
- Allow the interpreter to clarify linguistic and cultural issues.
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